



FFW
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:) Group Art Unit: 2655
Mark J. Pettay)
) Examiner: Not Known
)

Serial No.: 10/673,679

Filed: 29 September 2003

Atty. File No.: PAT-008A

For: SCRIPT COMPLIANCE AND QUALITY ASSURANCE USING SPEECH RECOGNITION

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

The references cited on attached form PTO-1449 are being called to the attention of the Examiner.

Copies of the cited foreign patents and/or U.S. patents and/or non-patent references are enclosed herewith.

Copies of the cited U.S. patents and/or U.S. patent application publications are not enclosed in accordance with the waiver dated July 11, 2003, whereby patent applications filed after June 30, 2003 and international applications that have entered the national stage under 35 U.S.C. § 371 after June 30, 2003 need not submit copies of the U.S. patents and U.S. patent application publications.

Are not enclosed, in accordance with 37 C.F.R. 1.98(d), because the references were submitted to the U.S. Patent and Trademark Office in prior application Serial No. _____ filed _____, which is relied upon for an earlier filing date under 35 U.S.C. § 120.

To the best of the applicants' belief, the pertinence of the foreign-language references are believed to be summarized in the attached English abstracts and in the figures, although applicants do not necessarily vouch for the accuracy of the translation.

CERTIFICATE OF MAILING
(37 C.F.R. §1.8a)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as First Class Mail in an envelope addressed to the Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

26 October 2004
Date of Deposit

Michele Zarinelli
Michele A. Zarinelli

Examiner's attention is directed to the following co-pending application(s) for which priority is not being claimed, copies have been or are being submitted:

Serial No. 10/670,126 filed 24 September 2003 (Atty. Dckt. No. PAT-008B)
Serial No. 10/69,089 filed 23 September 2003 (Atty. Dckt. No. PAT-008C)
Serial No. 10/668,678 filed 23 September 2003 (Atty. Dckt. No. PAT-008D)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)

Examiner's attention is directed to the following co-pending application(s), to which the current application claims priority, copies of at least the claims for such pending application are provided or have been provided:

Serial No. 09/785,048 filed 15 February 2001 (Atty. Dckt. No. PAT-008)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
Serial No. _____ filed _____ (Atty. Dckt. No. _____)
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It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.

FEES

<input checked="" type="checkbox"/>	<p>37 CFR 1.97(b): No fee is believed due in connection with this submission, because the Information Disclosure Statement submitted herewith satisfies one of the following conditions ("✓" indicates satisfaction):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or <input type="checkbox"/> Within three months of the date of entry into the national state of an international application as set forth in 37 CFR 1.491, or <input checked="" type="checkbox"/> Before the mailing date of a first Office Action on the merits, or <input type="checkbox"/> Before the mailing of a first Office Action after the filing of a Request for Continued Examination (RCE) under 37 CFR 1.114. <p>Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 501880.</p>
<input type="checkbox"/>	<p>37 CFR 1.97(c): The Information Disclosure Statement transmitted herewith is being filed after all the above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> (1) a final action under 37 C.F.R. 1.113, or <input type="checkbox"/> (2) a notice of allowance under 37 C.F.R. 1.311, or <input type="checkbox"/> (3) an action that otherwise closes prosecution in the application. <p>This Information Disclosure Statement is accompanied by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> A Certification (below) as specified by 37 C.F.R. 1.97(e). Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 501880 <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <input type="checkbox"/> Enclosed is PTO 2038 (Credit Card Payment Form) in the amount of \$180.00 for the fee set forth in 37 C.F.R. 1.17(p) for submission of an Information Disclosure Statement. Please credit any overpayment or charge any underpayment to Deposit Account 501880.
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Certification (37 C.F.R. 1.97(e))
(Applicable only if checked)

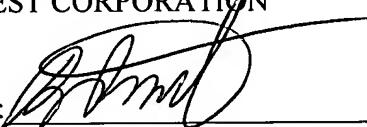
The undersigned certifies that:

Each item of information contained in this Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1).
 A copy of the communication from the foreign patent office is enclosed.

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No item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).

Respectfully submitted,
WEST CORPORATION

By: 
Rocco L. Adornato
Reg. No. 40,480



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PATENT & TRADEMARK OFFICE

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Omaha, NE 68154



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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet

of

Complete if Known

Application Number	10/673,679
Filing Date	September 29, 2003
First Named Inventor	Mark J. Pettay
Art Unit	2655
Examiner Name	Not Known
Attorney Docket Number	PAT-008A

U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
16	US- 4860360		08/22/1989	Boggs	
17	US- 5287429		01/15/1994	Watanabe	
18	US- 5434949		07/18/1995	Jeong	
19	US- 5504805		04/02/1996	Lee	
20	US- 5535261		07/09/1996	Brown et al	
21	US- 5625748		04/29/1997	McDonough et al	
22	US- 5664050		09/02/1997	Lyberg	
23	US- 5842163		11/24/1998	Weintraub	
24	US- 5895447		04/20/1999	Ittycheriah et al	
25	US- 5920838		07/06/1999	Mostow et al	
26	US- 5951646		09/14/1999	Brandon	
27	US- 6058363		05/02/2000	Ramalingam	
28	US- 6064963		09/05/2000	Gainsboro	
29	US- 6115683		09/05/2000	Burstein et al	
30	US- 6115693		09/05/2000	McDonough et al	
31	US- 6163768		12/19/2000	Sherwood et al	
32	US- 6567787		05/20/2003	Walker et al	
33	US- 6738740		05/18/2004	Barash	
	US-				

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				

Examiner Signature Date Considered

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First Named Inventor	Mark Pettay
Art Unit	2655
Examiner Name	Not Known
Attorney Docket Number	PAT-008A

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	34	MCKAY, JASON P., Cyber Calling Cards, www.commweb.com, 01/22/2001.	
	35	NICE SYSTEMS, NiceLog, www.nice.com, 2001.	
	36	WITNESS SYSTEMS, Witness Systems Helps Improve Customer Service for Contact Centers Deploying Thin Client Architectures, Press Release, 03/06/2001.	

Examiner Signature	Date Considered
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